

Members

Rep. David Frizzell, Chairperson  
Rep. Don Lehe  
Rep. Mae Dickinson  
Rep. David Orentlicher  
Sen. Patricia Miller  
Sen. Connie Lawson  
Sen. Connie Sipes  
Sen. Timothy Skinner



# FSSA EVALUATION COMMITTEE

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Authority: P.L. 197-2003

## MEETING MINUTES<sup>1</sup>

Meeting Date: October 23, 2006  
Meeting Time: 10:00 A.M.  
Meeting Place: State House, 200 W. Washington St., 130  
Meeting City: Indianapolis, Indiana  
Meeting Number: 2

**Members Present:** Rep. David Frizzell, Chairperson; Rep. Mae Dickinson; Rep. David Orentlicher; Sen. Patricia Miller; Sen. Timothy Skinner.

**Members Absent:** Rep. Don Lehe; Sen. Connie Lawson; Sen. Connie Sipes.

Rep. David Frizzell, Chairperson, called the meeting to order at 10:05 a.m. and introduced the committee members.

### Survey Results

Rep. Frizzell called on Mr. James Wolfe, Survey Research Center at IUPUI, to discuss the results of a telephone survey of TANF recipients. Mr. Wolfe presented some of the preliminary results of the survey (Exhibit A), focusing on regional differences. He concluded that in terms of the statewide issues, there appears to be no systemic problems and that regionality did not appear to affect satisfaction.

Rep. Frizzell asked about response rates, which were about 30%. Mr. Wolfe said that there did not appear to be bias in the data as a result of the response rate and indicated that the demographics of the sample compared to a 2004 report published by Family and Social Services Administration (FSSA). In response to a question from Rep. Mae Dickinson, Mr. Wolfe indicated that the satisfaction rate was higher than the dissatisfaction rate, although more populated areas had longer wait times than less populated areas. Rep. Frizzell said that LSA would provide a copy of the TANF application in response to a question from Rep. Dickinson.

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<sup>1</sup> Exhibits and other materials referenced in these minutes can be inspected and copied in the Legislative Information Center in Room 230 of the State House in Indianapolis, Indiana. Requests for copies may be mailed to the Legislative Information Center, Legislative Services Agency, 200 West Washington Street, Indianapolis, IN 46204-2789. A fee of \$0.15 per page and mailing costs will be charged for copies. These minutes are also available on the Internet at the General Assembly homepage. The URL address of the General Assembly homepage is <http://www.in.gov/legislative/>. No fee is charged for viewing, downloading, or printing minutes from the Internet.

Rep. Frizzell called on Ms. Karen Firestone, LSA, to present information on a written survey of FSSA survey providers. (Written report is Exhibit B.) Ms. Firestone discussed how the sample was selected and made comparisons between the sample population and the general population. She reviewed six ways that the survey results reflected well on the relationship between FSSA and its service providers. She also discussed six potential areas of opportunity that emerged from review of the survey responses. Ms. Firestone directed the Committee's attention to a summary of comments in the final report concerning the sufficiency of reimbursements for providing FSSA services.

Rep. Frizzell called on Mr. Steven Smith, Division of Aging, FSSA, to talk about his Division. He indicated that the Division was a little over three months old. Mr. Smith said that the first area that he had been directed to look at was the balance of spending. He indicated that Indiana was not like most states in its expenditures for nursing home care versus community alternatives. FSSA has begun offering incentives by raising rates for community providers and that adult foster care and attendant/homemakers services had seen a greater increase than other waiver providers.

He said that in the second phase, the Division would look to building support services, including coordinated transportation, accessible housing that coordinates with transportation, and nutrition services that were important to supporting seniors living in the community. He indicated that the Division of Aging should act as a clearinghouse for all information concerning senior supports.

In response to a question from Sen. Timothy Skinner, Mr. Smith indicated that changes in rates and pay structure for transportation assistance had been reversed.

Ms. Melissa Durr, Indiana Association of Area Agencies on Aging, was called on to address contract matters. Before beginning her comments, Ms. Durr confirmed that the rate changes had been reversed and the issues had been resolved.

Ms. Durr said that the contracting system at FSSA was arcane and that there were too many people involved in issuing contracts. She gave an example of a C-Pass grant that ended in September, but the contracts had not yet been completed. She said that she was not certain how much was controlled by statute, but that she urged the legislature to look at the issue.

Mr. Smith was called on to comment, and he said that he acknowledged the issue. Rep. Frizzell asked if this was a federal issue. Mr. Smith responded that it was a state process. Upon further questioning, Mr. Smith indicated that in other states contracting is a business function, but that in Indiana it is considered a legal function.

Rep. Frizzell then asked for comments from the audience. Ms. Lettie Oliver, American Federation of State and Municipal Employees, Council 62, rose to discuss the TANF recipient survey. She said that the employees were doing an outstanding job. To a point raised earlier by Mr. Wolfe, she indicated that caseworkers are supposed to contact recipients for renewal of benefits. She also said that many times a person may come in to apply for one service and the caseworker finds that they may be eligible for another service. Ms. Oliver suggested that this may be the cause for additional documentation or paperwork. In addition, Ms. Oliver said that the federal government often requires hard copies of documents which could discourage the state from exploring electronic means of communication.

Rep. Frizzell then concluded the meeting and said that the Committee had finished its service. He thanked the Committee members and adjourned the meeting at 11:05 a.m.